



August 3, 2010

# IVH Insights

## NEWS FROM PERSONNEL SERVICES

by Dennis Mack

### **Upcoming DAS Benefit Education Presentations:**

8/3 – Deferred  
Compensation  
Basics

8/17 – Deferred  
Compensation  
Distributions

8/18 – Continuing  
Benefits at  
Retirement

9/7 – Deferred  
Compensation  
Basics

9/15 – Continuing  
Benefits at  
Retirement

9/21 – Deferred  
Compensation  
Distributions

Employees can  
register for a  
presentation(s) at  
the DAS Benefit  
Education website at  
[http://benefits.iowa.gov/benefit\\_education](http://benefits.iowa.gov/benefit_education)



*Pictured left: Interim Commandant Dennis Mack.*

## this issue

Continuous Improvement P.2

Employee Health P.2

Training Department P.2

Admissions Department P.3

Food & Nutritional Services P.3

Golden Dome Awards P.3

Calendar of Events P.4

Announcements P.4

Rehab Services Department P.4

## Commandant's Corner

This is my last article for the Insights as interim Commandant. A year ago I had decided to retire on April 30, 2010, 31 years to the day when I started in 1979. I was looking forward to it and all the woodworking projects I have been putting off until then. Then SERIP was offered and a new Commandant had not been selected so I agreed to be interim Commandant until June 24<sup>th</sup>. As we all know David Worley was selected as Commandant but unable to report until August 1. I was asked by the Governor's office if I would be willing to stay until David arrived and a two week overlap. While it meant forfeiting the SERIP benefits and delaying my retirement it was not a hard decision to make. My last day is August 19 and I believe that is a final date.

When I started here the Malloy Building was only a year old and the Dack Building was being built. There was excitement about the new buildings and the improved

environment for the residents. Thirty-one years later there is still excitement about the new buildings and the improved environment for the residents.

During my career at the Department of Personnel I visited every institution except Fort Madison. I can say without reservation that IVH is the best facility in the state. You know what your mission is and you take pride in caring for the Veterans and their spouses. Cards and letters we receive from families only confirm that.

Finally, I want you to know that it has been an extreme honor to serve as interim Commandant. I cannot think of a better way to end my career at IVH. I must admit that I am still working on accepting the fact that on August 20 I will no longer be an active member of the IVH community. Best wishes to all and take pride in the noble work you do.

*Dennis Mack*



*Caring:*  
Our only reason for being

## EMPLOYEE HEALTH

by Patti Sharp

### August TB Tests

All employees with August birthdays whose last names begin with letters M through Z are required to have a TB test. The test will be administered in Employee Health on the following date and time:

**Tuesday, 08/02/10**  
**6:15 AM to 8:30 AM**  
**2:00 PM to 3:15 PM**

The test will be read on:  
**Thursday, 08/05/10**  
**6:15 AM to 8:30 AM**  
**2:00 PM to 3:15 PM**

If you need to make other arrangements, contact Teresa Keith at ext. #4507. Testing must be completed by the end of the month.



**IVH Insights** is a twice-monthly publication of the Iowa Veterans Home.

### Editor

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Call ext. 4397 or  
send to PR/Mktg Dept.

## News from Continuous Improvement by Russell Pape

The graph below shows the Occupational Safety and Health Administration (OSHA) Lost Work Day Incident (LWDI) rate.

The LWDI rate is the number of injuries, illnesses, or lost workdays related to a common exposure base of 100 full-time workers. The common exposure base enables one to make accurate inter-industry comparisons, trend analysis over time, or comparisons among firms regardless of size.

This rate is calculated as:

$$\text{LWDI} = \text{N/EH} \times 200,000$$

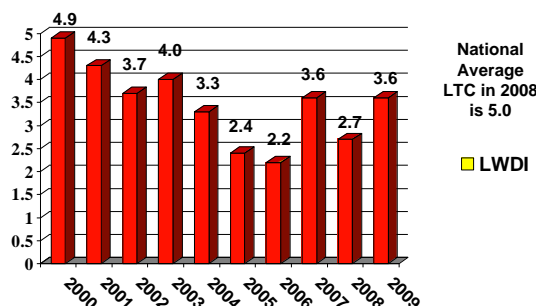
N = number of injuries and/or illnesses or lost workdays

EH = total hours worked by all employees during calendar year

The national average for Long Term Care is 5.0 in 2008. IVH is below the national average, however, in 2009 we had 32 incidents that required time off from work and / or restricted work duty.

### Iowa Veterans Home

#### Incident Rate 2009 -- OSHA 300



### How can we prevent injuries?

**1. Watch what we're doing.** Most of us have had our fingers pinched in a car door at one time or another. Now if we had had our eyes on what we were doing, our reactions would have taken over and we would have moved our hand out of the way -- no injury, just a close call. Not watching what we are doing takes away our ability to react.

**2. Concentrate on what we're doing.** Not all hazards are visible. Some hazards must be thought about and prepared for. We need to know they're lurking and think ahead. Examples: A hot stove, ice on the sidewalk and electricity. We need to concentrate on the task we're performing to activate our capacity to recognize and avoid such hazards.

**3. Being in or moving into the "Line of Fire."** Failure to recognize that we're in the line of fire is another accident cause. It's often the result of not keeping our eyes and mind on the task at hand.

**4. Loss of Balance, Traction or Grip.** This type of error occurs when our eyes or minds are not on task.

## Training Department by Wayne Pierson

The new **IVH Blitz Training** is "IVH Believe It or Not" has started and you will find it fun with some surprises in store. The **Culture Change** is also an interesting day.

The new **BOLT** is now on line, but please do not complete the BOLT until the month you attend Blitz. It makes it difficult to track the completion as we go through the year when staff does the BOLT early.

**CPR** this year is a 1-hour challenge class that calls for participants to show the skills for a given step and does not include instruction. For that reason, it moves quick-

ly and takes only about an hour to complete. It maintains the one year certification.

You may have heard or seen a report on a change with CPR in not performing the rescue breaths and doing chest compressions only. Red Cross and IVH will continue teaching the rescue breaths and chest compressions until any changes are formally approved next Spring.





I want to thank everyone that is involved with the admissions process. As you know, over time this facility has made numerous changes to the admissions process to meet the needs of the applicants. It has required that everyone involved look at what is actually necessary to be completed on the admission day and what processes could be completed after the first day.

The changes have resulted in positive comments from the applicants, family members, and discharge planners at both private and VA facilities. IVH is now the first choice of discharge planners at local hospitals when they have veterans that need nursing home placements. Prior to many of the changes, the hospital placed veterans at local nursing homes. The comments at that time centered on when you need placement in a nursing home, you need it today not next week or longer.

Many of the veterans could not be returned home because families were not able or capable of caring for them, so placement was arranged with local nursing homes that had an available bed. IVH has been able to admit several residents very expeditiously and that has only been possible with everyone remaining focused on the mission of this facility.

Your work does not go unnoticed. Thank you for working together as we continue to meet the needs of the applicants.

## Golden Dome Awards

The time has come to collect nominations for the state's Golden Dome Awards. These awards are for "Individual Excellence," "Team Nominations," "Lt. Governor's Volunteer Award," "Badge of Courage," and "Memorials" for the past Fiscal Year 2010 (July 1, 2009 to June 30, 2010). This web link <http://das.iowa.gov/goldendome> will get you to the nomination forms which they are doing online this year. If you wish to nominate, please use the link and your nomination will be recorded in Des Moines and also sent to IVH. If you need help, please call Wayne Pierson at ext. 4237 for assistance.

Note: there is a question in the form asking if you as a person making the nomination are the supervisor or approved by the supervisor. This is a change from previous years and not intended to restrict nominations. It is only to verify that the nominations are accurate and appropriate.

***Nominations must completed online by August 16<sup>th</sup>.***



*Pictured left: IVH Maintenance Team were the recipients of a 2009 Golden Dome Team Award*

## FOOD AND NUTRITION SERVICES

*by Mark Freland*

### ***Rain Rain Go Away***

It seems like it has rained almost every day this summer. Our rivers are full and overflowing and we have to mow the grass about twice a week to keep it looking good.

The extra rain has also delayed the growth of sweet corn and tomatoes this year. Normally by this time of year we have served sweet corn and garden fresh tomatoes at least a couple of times.

According to my sources we will be seeing sweet corn here at IVH starting the week of July 26<sup>th</sup> and, hopefully, garden fresh tomatoes within a couple of weeks after that.

Stay tuned to the IVH menus...sweet corn and tomatoes will soon be on their way to the dinner table!





## IVH Website Calendar

Submit your event information on the IVH website calendar. It's quick and easy and the calendar is available to staff, residents, and the community. Log on to [www.iowaveteranshome.org](http://www.iowaveteranshome.org) and click on "Calendar" to begin.

## Upcoming Events

Day	Date	Time	Event	Location
Tues	8/3	11am-2pm	Credit Union at IVH	Ford Conf. Rm.
Wed	8/4	8am-4:30pm	Culture Change Training	Whitehill
Thurs	8/5	8am-4:30pm	Blitz Training	Whitehill
Fri	9/17	9:30am-5pm	IVH Annual Fall Employee Golf Outing	Pine Lake Country Club

*Don't forget to post your events on the IVH Website Calendar  
Go to [www.iowaveteranshome.org](http://www.iowaveteranshome.org) and click on the "Calendar of Events"  
Unit, department, staff, resident, and community are welcome*

## Announcements

I wish to thank IVH staff and residents for the cards and prayers during and after my surgery. It was greatly appreciated. Velma Mason (M3S)

The Annual IVH Fall Employee Golf Outing will be held on September 17<sup>th</sup>. Please contact Greg Schaa at ext. 4554 or Don Harvey at ext. 4441 for more information.



*The Combat Paper Project display (pictured above) was exhibited at the Iowa Veterans Home from July 16 – 27. The exhibit will be returning to IVH later this year. For more information, go to [www.combatpaper.org](http://www.combatpaper.org)*

## Rehab Services Department *by Penny Cutler-Bermudez*

The Rehab Department has undergone some major changes this summer with the loss of many of our long-term employees, but the remaining staff have done an amazing job of pulling together and supporting each other.

The Recreation Department lost three therapists and has two staff gone on long-term leave; but with the Drivers, Nurses, and Therapists they have continued to meet the needs of the residents in an outstanding way.

Ceramics and Arts and Crafts staff have all been cross-trained in order to serve the residents better. With the loss of three staff members, they have had to decrease the number of classes but the Occupational Therapy Assistants have started offering additional classes each week on each unit to add a new dimension of service for the residents.

With one Maintenance Repairer in Wheelchair Services the workload has increased, but the Bus Drivers have cross-trained to assist in serving the residents in this area as well as the Rehab Nurse taking on new responsibilities.

The Secretaries have both taken on new responsibilities to cover the needs of the Medical Clinic, Volunteer Services, and Rehab Services and have done an excellent job. The Resident Aides (runners) have joined together from Medical Services and Open Gym with the assistance of many great resident runners, as well as Lab and X-Ray staff, to make sure that residents are taken to all their many appointments.

All of these changes have been difficult, but it has been a great testimony of the character of our IVH staff members to see them willingly take on whatever has been asked of them to make sure that the resident's needs are met. It has taken everyone working together to meet all the needs and I am proud to work with you. Thank-you.